

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE OF PAGES 1 34	
2. AMENDMENT/MODIFICATION NO. 0003		3. EFFECTIVE DATE 03-Jul-2002		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO.(If applicable)	
6. ISSUED BY USACE, HUMPHREYS ENGINEER CENTER ATTN: CEHEC-CT 7701 TELEGRAPH ROAD ALEXANDRIA VA 22315-3860		CODE W2P0000		7. ADMINISTERED BY (If other than item 6) NANCY L. HILLEARY PH: 703-428-6120 FX: 703-428-8181 ALEXANDRIA VA		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)				X		9A. AMENDMENT OF SOLICITATION NO. DACW72-02-R-0005	
				X		9B. DATED (SEE ITEM 11) 24-May-2002	
						10A. MOD. OF CONTRACT/ORDER NO.	
						10B. DATED (SEE ITEM 13)	
CODE				FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning <u>1</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.							
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).							
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:							
D. OTHER (Specify type of modification and authority)							
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this amendment is to make the following changes to the solicitation and respond to the clarification questions as follows: Change CLINs 0001, 0002, 0003, 0004 and 0005 Amount to "NSP" (Not Separately Priced) Add CLIN 0006, Travel will be negotiated in accordance with the JTR prior to issuance of individual task orders (Base plus 4 option years). Add CLIN 0007, ODC's (Material, Reproduction, hardware, software, special equipment, etc) for Base plus 4 option years will be negotiated prior to issuance of individual Task Orders. Page 29, Section C.1.3 of the solicitation, add the following sentence to the end of the paragraph "There is one RED LAN in the GAO Building."							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
(Signature of person authorized to sign)				BY (Signature of Contracting Officer)		03-Jul-2002	

EXCEPTION TO SF 30
APPROVED BY OIRM 11-84

30-105-04

STANDARD FORM 30 (Rev. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

Page 37 and 38 of solicitation, Clause 52.212-2 "Evaluation-Commercial Items (Jan 1999)", Factor A, Personnel Capabilities, is changed to read: Emphasis will be placed on the relevance of the education, training, and certifications of personnel and on their information management experience. Each offeror must submit the personal work and education history of each of their key personnel that will be working on the contract. Key personnel are: Programmer Analyst, Program Manager, Sr. Network Engineer, Chief Network Engineer, Communications Specialist, Office Automation Technologist and Wiring and Cabling Specialist. The personal history must contain the names, addresses, and phone numbers of former employees and schools attended.

Pages 37 and 38 of solicitation, Clause 52.212-2 "Evaluation-Commercial Items (Jan 1999)", Factor B, Past Performance, add the following sentence to the end of Factor B: Proposed subcontractor references must also be provided.

Page 48 of the solicitation, Clause 52.212-5, "Contract Terms and Conditions Required to Implement Statutes or Executive Orders-Commercial Items (9 Dec 2001)", (b)(5) is changed from "NA" to "X".

Page 54 of the solicitation, Clause 52.219-17, "Section 8(a) Award (Dec 1996)" is deleted in its entirety.

The following special provisions are incorporated into the solicitation:

FIRM FIXED PRICE ORDERS

- a. For each order established on a firm-fixed price basis, the Contractor shall perform and deliver the end item (e.g., reports, computer software, etc.) at the price established for the order, which includes all labor, material, overhead, travel, G&A, subsistence and profit necessary to complete the requirements.
- b. The Contractor shall be paid in full price of that order upon final acceptance of the product by the Government.

GOVERNMENT RESERVED RIGHTS

The Government reserves the right to approve contractor recommended changes in technical personnel during the life of the contract.

UNNECESSARILY ELABORATE PROPOSALS OR QUOTATIONS

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective response to this solicitation are not desired and may be construed as an indication of the offeror's or quoter's lack of cost consciousness. Elaborate are work, expensive paper and bindings, and expensive visual and other presentation aids are neither necessary or wanted.

DELIVERY ORDERS

- a. Each Delivery Order issued pursuant to the clause "Ordering" (FAR 52.216-18) shall be on a DD Form 1155 and will contain an individual serial number, by which the contractor will identify the effort on all documentation, including, but not limited to invoices, vouchers, correspondence and reports.
- b. Individual Delivery Orders will specifically identify the definitive Statement of Work, including DD Forms 1423 as appropriate, the ceiling price, and the required completion date or performance schedule. Payment for orders will be made against periodic submission of vouchers by the contractor as designated in the individual order.

- c. Issuance of each Delivery Order shall be preceded by agreement between the Contracting Officer and the Contractor on the individual Statements of Work, mix and quantity of labor utilization at the stated contractual rates, performance schedules, and ceiling prices. This agreement will normally be reached through the formal process of proposal submission, but may be accomplished through less formal methods at the discretion of the Contracting Officer. Points of agreement shall be explicitly stated in each Delivery Order and will be mutually binding, as appropriate.
- d. Notwithstanding the provisions of subparagraphs (c) above, the Contracting Officer may issue Delivery Orders without first reaching agreement with the Contractor on the price and schedule, and the Contractor shall proceed with the performance of such a Delivery Order up to the specified ceiling price.
- e. The Contractor shall segregate and bill separately for work performed under each Delivery Order.

EVALUATION OF PROPOSALS

- a. Proposals submitted in response to this solicitation will be evaluated in accordance with the criteria set forth in Clause 52.212-3 of this solicitation. The objective of the evaluation is to determine which proposals offer the best prospect for optimum attainment of the objectives of this solicitation.
- b. Offerors are urged to insure that their proposals are submitted on the most favorable terms in order to reflect their best possible potential. Less than the best potential could result in exclusion of the proposal from further consideration since the Government reserves the right to make an award without discussion based upon initial proposals received.
- c. Offerors are cautioned that unsupported promises to comply with the contractual requirements will not be sufficient. Proposals must not merely parrot back the contractual specification, but rather must provide convincing documentary evidence in support of any conclusionary statements relating to promised performance.
- d. The burden of proof as to cost/price rests with the offeror. The offeror's proposal is presumed to represent their best effort to respond to the solicitation. Any inconsistency, whether real or apparent, between promised performance and cost/price should be explained in the proposal. Unexplained inconsistencies resulting from the offeror's lack of understanding of the nature and scope of the work required or their lack of financial ability to perform this contract, may be grounds for rejection of the proposal.

The following NOTE TO OFFERORS is added:

This solicitation contemplates multiple award, firm fixed unit price indefinite-quantity type contracts. The indefinite quantity contract is an indefinite-delivery type contract resulting in delivery/task orders. Firm fixed hourly rates (CLINs 0001AA through 0005AP) offered herein are "fully loaded", to include all cost factors such as wages, fringe benefits, materials, supplies, reproduction, telephone, postage, local travel, overhead, G&A, profit, etc.

Services will be ordered by the Humphreys Engineer Center in accordance with the Clause entitled "Ordering". All services shall be charged at the unit prices set forth in individual CLINs. The quantities are provided for price evaluation purposes only. The offeror will be paid for actual services performed as specified in each Task Order.

Page 56, Clause 52.222-42 "Statement of Equivalent Rate for Federal Hires (May 1989)" the following is added (\$2.15 fringe benefits needs to be added to the below hourly rates):

Program Manager	\$44.26/hr
Chief Network Engineer	\$37.63/hr
SR Network Engineer	\$26.78/hr
Communications Specialist	\$26.78/hr

Office Automation Technologist	\$26.78/hr
Office Automation Specialist	\$22.34/hr
Network Technician	\$22.34/hr
Technician	\$18.46/hr
Computer Systems Analyst	\$27.62/hr
Programmer Analyst	\$26.78/hr
Programmer	\$23.05/hr
Database Specialist	\$26.78/hr
Network Engineer	\$22.34/hr
Wiring and Cable Specialist	\$26.78/hr

The DD Form 254, DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION, is replaced with the new DD Form 254 attached.

EXTEND THE DUE DATE FOR RECEIPT OF PROPOSALS TO 15 JULY 2002 1400 HOURS FROM 28 JUNE 2002 1400 HOURS.

LIST OF ATTACHMENTS

ATTACHMENT 2- Incorporate Wage Determination No. 9402103 (REV 26) dated 05/29/2002 in lieu of Wage Determination No. 94-2103 (REV 24) dated 5/31/2001.

1

The following are answers to questions for clarification:

1. Question: On page 37 of 37, 52.212-2 Evaluation--Commercial Items, Factor A, the statement, "Each Offeror must submit the personal work and education history of each of their employees that will be working on the contract. The personal history must contain the names, addresses, and phone numbers of former employers and schools attended." We interpret this to mean that the Government will be checking every proposed employee's references and further, each employee shall be considered key personnel. Is this correct? Could you please explain how the Government will evaluate this information?

Answer: We will check all of the references and all schools, training and past experience of key personnel - See change to Factor A. The evaluation is based on how well the personnel offered meet the needs of the Government.

2. Question: Also, based on our review, the number of personnel needed for this requirement is over thirty. If the Government is checking every employee's references, much more time will be needed for us to recruit personnel and provide their résumés for an evaluation factor of this magnitude. Since this acquisition is 100% set aside for 8(a) business, this evaluation factor creates a difficult and time-consuming effort for any 8(a) Contractor as they are not accustomed to having this quantity of personnel "on the bench." Therefore, we respectfully request a reasonable extension of the proposal due date.

Answer: See revised due date.

3. Question: Since all work will be performed in USACE facilities, is there a process for handling the clearance document for my staff since our firm is not a cleared facility?

Answer: Contractor is responsible for getting his own personnel cleared. A Secret Clearance is required, as a minimum, on two (2) Programmers and one (1) Network Engineer. Employees must have clearances by 29 September 2002.

4. Question: Is a facility clearance required?

Answer: No. See revised DD 254 which can be downloaded at <http://www.hecsa.usace.army.mil>

5. Question: Do we have to propose specific personnel (named) for each labor category outlined in the proposal?

Answer: The Government requires labor categories for your proposed key personnel.

6. Question: Can we use the forms provided to submit the pricing proposal?

Answer: Yes

7. Question: Are you requiring us to name subcontractors we may use? If so, where do you want this information?

Answer: Yes, in your technical Management Plan, see Evaluation Factor C.

8. Question: How many copies are required to be submitted?

Answer: Two (2), See Block # 28 of the SF 1449

9. Question: There are a total of 29 people on the contract. Can you break down the positions and the number of people in each sections (example: There 9 people working the helpdesk (but are they level II or level I)?

Answer: The vendors are expected to submit proposals with personnel that match the needs of the Government. Vendors must decide for themselves what they want to offer the Government. Offerors do not necessarily have to offer personnel who match the current contractor staff. The Government cannot tell any vendor what to put in a proposal.

10. Question: What are the job descriptions for this solicitation?

Answer: In accordance with FAR Part 39.104 – Information Technology Services, it states: When acquiring information technology services, solicitations must not describe any minimum experience or educational requirement for proposed contractor personnel. The contractor should propose personnel that he/she feels can perform this requirement.

11. Question: Is there an incumbent?

Answer: Quality Technology, Incorporated in Largo, Maryland

12. Question: What is the cost of material such as PC, Telephone, T1 line, Cable requirement?

Answer: The Government provides all hardware and software associated with the contract. The vendor's only responsibility is to provide support services.

13. Question: Can we have access to current incumbent personnel who work on the contract?

Answer: If you wish to contact the current staff and make appointments to meet them after work hours, you may do so.

14. Question: What is the requirement for level of education, experience, # of years work in the field for personnel?

Answer: Answered in Question #10.

15. Question: specific reason why Citrix is used? Does any software require it?

Answer: For a terminal Emulator for Remote Users.

16. Question: What is Oracle used for? (What internal application needs this database)?

Answer: An Engine to allow us to do our EDMS (Electronic Data Management System)

17. Question: Is all hardware and software purchases will be handled through the contractor?

Answer: No

18. Question: Do you use Volume Licensing when ordering?

Answer: Yes, at times, depending on application.

19. Question: Are there any other operating systems running in your network besides Windows? (Unix, Linux, Mac, ect.)

Answer: No, but we plan to add Linux Server

20. Question: Any Certificate Software, IIS and other Server Applications? Are there going to be handled by the contractor?

Answer: Yes and Yes

21. Question: Are all internal Cisco routers, switches, IP/TV and RAS solutions handled by the contractor?

Answer: Yes

22. Question: Are the IP phones handled by the contractor?

Answer: No, we don't have IP phones.

23. Question: How many cases on average does the Help Desk receive per day?

Answer: Estimated 87

24. Question: Is there any specific reason why the DNS services are being taken care of in a separate Lucent box instead of a Windows based computer?

Answer: No specific reason

25. Question: What are solicitation expectations ? Meaning the bid states the expected cost for this initiative, are we expected to bid our costs for this project against your expected costs?

Answer: See Note to Offerors added by this amendment

26. Question: Does the organization requesting these services expect to pay this on a per usage basis? Or are we to bid the overall costs and the expected yearly costs ? Should our proposal break out costs for each of the areas defined under services C.4.4 on a per usage basis? And the additional services requested throughout the solicitation documentation.

Answer: Offeror should bid loaded hourly rates.

27. Question: Is Help Desk support, expected to be the first line of support, secondary support or total support?

Answer: Total Support Solution

28. Question: Please clarify communications support. Does this mean just networking communications or does this include telephony / telecommunications (IVR, ACD, PBX, Phones, Voicemail etc...)?

Answer: All communications connectivity support across LAN/MAN. Also we have one (1) connection to the firewall, and one (1) connection to CORPs wide area network.

29. Question: Page 37 references Personnel Capabilities, Past Performance, management Plan and Cost/Price. What the page limitations, format requirements, fonts, margins, etc. for these sections?

Answer: Unnecessarily elaborate proposals are not required.

30. Question: Should each factor (page 37) be bound separately, or in one binder? How many copies of each factor is required? Is an electronic copy required?

Answer: Cost proposal should be separate from technical proposal. Electronic copy is not required. See Block #28 of the SF 1449 for number of copies.

31. Question: Page 35, (10): Past Performance Information: How many past performances are required? Can past performance from subcontractors be included?

Answer: See revision made to Evaluation Factor B by this amendment.

32. Question: Will a sample format be provided for the resumes this proposal requires?

Answer: No

33. Question: There are no provisions (Section L) in the RFP for proposal organization. We presume the proposal should be organized in-synch with the evaluation factors. Is this correct?

Answer: Your assumption is correct.

34. Question: There are no provisions for evaluating the technical approach to the work? Is this not to be evaluated?

Answer: The technical approach will be evaluated in accordance with Contractor's submission of Technical Management Plan as outlined in Factor C.

35. Question: Please provide labor category descriptions to level the playing field, otherwise offerors will submit resumes with varying levels of experience.

Answer: See answer to question number 10.

36. Question: The RFP refers to this as being a "performance based" contract yet there are no descriptions for performance metrics (or SLA's) and the description for what happens if metrics are not met (C.3.2) is vague. (what is meant by "deductions" - quantify please.)

Answer: See Section C.4.5 of Statement of Work. Metrics will vary depending on task order.

37. Question: Will this be a multiple award contract?

Answer: See Clause 52.216-27, page 52 of the solicitation.

38. Question: Is this an FFP contract, firm fixed labor rate contract, or some combination of the two?

Answer: Indefinite Delivery/Indefinite Quantity where Firm Fixed Price Task Orders will be negotiated under this contract.

39. Question: Are you able to advise the make and models of the hardware that the contractor would support and locations?

Answer: Most of our services are of COMPAQ manufacture. All of our switches are of CISCO manufacture. Differing manufactures make our laptops, notebooks, and desktop systems. Locations of support will be outlined in the solicitation.

40. Question: Will the government provide office space, computers, phones and etc for contractor employees?

Answer: We will provide office space, computers, and phones for those personnel who support the differing Corps sites. We will not provide office supplies, cell phones, batteries, or any item not required to support the Government. We will not provide office space and the like for personnel who spend less than 40 hours per week at a supported site. We do not provide long distance phone coverage for calls made from the Government location to unauthorized sites such as corporate headquarters.

41. Question: Is there any requirement for off-site support and if so, does the contractor need a facility clearance and at what level?

Answer: No off-site support.

42. Question: If the personnel is one of the most important evaluation factors, why is there no requirement for all the positions such as years of experience, degree, etc.?

Answer: Please read the evaluation factors again. It is the vendor who must decide what personnel to offer based on our IM profile. We will rate the people that you propose to assign to the Government. Also refer to answer to Question #10.

43. Question: The subject RFP, Page 31, Section 4, C.4.4 Para. a. states that the contractor will provide assistance in a Help Desk environment. What are the hours of the Help Desk Operation? What type of Help Desk software is currently being used to track incoming calls, trouble reports, and repair actions?

Answer: The Help Desk hours of operation are from 0600 hours to 1800 hours Monday through Friday. At all other times, the staff provides on-call support via pager. Each task order for help desk will be more definitive. We are using Magic Solutions Total Service Desk.

44. Question: Page 36 of the RFP, Factor A. Personnel Qualifications: Did the government place the Personnel Qualifications for personnel in a separate document? If so where can this document be acquired? If not does the Government want the contractor to define personnel requirements per the SOW?

Answer: The Government will not tell any Contractor how to write their proposal or what to put in that proposal. What we need is for the Contractor to define just what they propose to use to support the Government.

45. Question: Page 58252.2197009 Section 8(a) Direct Award (June 1998), Paragraph (c)(2) States: It will not subcontract the performance of any of the requirements of this contract without the written approval of the SBA and the Contracting Officer. It is assumed that this statement refers to any work after the initial contract award as Contractor intends to begin this contract with a subcontractor as part of the initial work.

Answer: When Contracting Officer signs the task order this shows acceptance of the subcontractors.

46. Question: The RFP Identifies the labor category of Communications Specialist to be priced for 8,545 manhours. Is this a wage determined labor category? If so, is it Telecommunication Mechanic I or II or some other classification?

Answer: The contractor should propose the labor category he/she feels best meet the needs of the Government.

47. Question: The RFP identifies the labor categories of Programmer Analyst and Programmer to be priced with your submission. Please identify which of the four Computer Programmer Wage Determined labor categories are applicable?

Answer: The Government cannot tell you which one to propose. Most of the programming done at the three supported locations is completed using ACCESS and ARCVIEW. ARCVIEW is a geographic information system. For more information on ARCVIEW, you may look at <http://www.gis.com> and <http://www.esri.com>. You may propose anyone or any labor category that you wish to propose. The labor categories included in the solicitation are the same as those that are in use now. Vendors may propose additional labor categories or vendors may propose fewer labor categories.

48. Question: The RFP identifies the labor category Technician to be priced with the bidders submission. What type of Technician is being requested; Network, Maintenance, Repair, Software? If hardware related what types of hardware and the manufacturer will the contractor be required to support?

Answer: See answer to question #47 above.

49. Question: Please identify any additional Labor Categories that cross over to the Wage Determination listing and the appropriate classification.

Answer: See answer to question #48 above.

50. Question: Section C.4, Requirements, Para. 4.2 requires the contractor to provide repair and maintenance to all LAN hardware and all office automation equipment. Please provide a listing by quantity and manufacturer of all hardware to be support to allow bidders to determine the level of expertise required for individual personnel.

Answer: We have about 1200 users at the three supported sites. We have about 1200 desktop systems, 250 laptop and notebook systems, and about 60 servers.

51. Question: Section C.4, Requirements, Para 4.4 c. requires the contractor to provide source level programming for new applications. What software languages will the programming be developed in?

Answer: Most of the programming done at the three supported locations is completed using ACCESS and ARCVIEW. ARCVIEW is a geographic information system. For more information on ARCVIEW, you may look at <http://www.gis.com> and <http://www.esri.com>.

52. Question: Who has responsibility to husband the software licenses?

Answer: If husband means to maintain the licenses and keep an up to date database of where software packages are installed, the Contractor has the responsibility.

53. Question: Among the five or six locations specified in C.1.1, do you have a breakout of where personnel will be stationed permanently, and what percentage of time personnel will be roaming between locations?

Answer: Currently, the 24 contract personnel who support the offices located at or attached to the headquarters are located at the GAO Building. Three contract personnel support the Humphreys Engineer Center and are located

there. And, the two contract personnel who support the 249th Engineer Battalion on Ft. Belvoir are co-located with the 249th. However, vendors may propose a different configuration for their personnel.

54. Question: Is there an expected number of Awards? If so, how many awards are planned?

Answer: At this time, no specific determination has been made concerning the number of awardees.

55. Question: Does USACOE lease MAN/WAN lines from a commercial carrier? If so, who is the carrier?

Answer: We lease lines from Verizon.

56. Question: Paragraph C.4.4. of the SOW states that migration is underway from Microsoft Office 97 to Microsoft Office 2002, and will be completed by the end of calendar year 2002. Paragraph C.4.4.m. of the SOW calls for the preparation of migration/conversion plans. Since there will potentially be some overlap between the incumbent and the task orders issued under this new contract, is a migration plan prepared by the incumbent available for review and incorporation into planning for bidders?

Answer: The migration is ahead of schedule. We expect that the migration will be completed by the end of July 2002. The Government expects that vendors will write their proposals as the statement of work dictates. If there is a need for a migration plan, we will provide one to the awardees.

57. Question: Paragraph C.4.4.n. of the SOW calls for the preparation of disaster recovery plans. Is a current disaster recovery plan prepared by the incumbent available for review and incorporation into planning for bidders?

Answer: There is no disaster recovery plan in effect or on paper at this time.

58. Question: Paragraph C.4.5. of the SOW states that metrics for trouble calls will be used to measure how well the contractor is performing. Are the current metrics being used available for review and incorporation into planning for bidders?

Answer: All new metrics will be delineated in the task orders. Some of the current metrics are fifteen minutes response to calls regarding LAN or LAN segment down. We have twenty-four wall clock hours to respond to calls regarding desktop, laptop, or notebook system down. We have to respond to calls for assistance from the Chief of Engineers and the Chief of Staff's office within one hour.

59. Question: Items 0001AH, 0002AH, 0003AH, 0004AH and 0005AH Technician call for 2800 hours per year. Is this correct, or should it be 2080 hours per year?

Answer: The 2800 hours associated with each labor category are estimates based on past experience. Your solution may lead you to have differing hours of differing labor categories. You may use the 2800 hours as a guide or you may ignore the hours.

60. Question: Items 0003AC, 0004AC, and 0005AC Senior Network Engineer calls for 8702 hours, while Items 0001AC and 0002AC call for 2702 hours. Are items 0003AC, 004AC and 005AC correct? Is an increase of 6000 hours for Senior Network Engineer planned for in option year 2 of this contract? If so, what changes in the network are anticipated that will require approximately 2 additional Senior Network Engineers for the last 3 years of this contract?

Answer: See answer to question #59..

61. Question: Are any labor categories considered Key Positions that demand special reporting and/or retention management?

Answer: See page 2 for key personnel.

62. Question: How soon after contractor selection do you anticipate the first order being placed?

Answer: The delivery orders will be placed almost immediately after award.

63. Question: How many contracts does the USACE intend to award under this solicitation? What is the criteria for multiple award?

Answer: Unknown at this time. See Orders Under Multiple Award Contracts, page 33 of the solicitation.

64. Question: How does the USACE intend to divide or distribute the Scope of Work among the winning contractors? For example, will one contractor be in charge of the help desk, another contractor will be in charge of the network engineering functions, and another contractor in charge of hardware/cabling maintenance and support?

Answer: The Government will issue delivery orders for the work to be performed. The awardees will compete for the delivery orders. Whichever vendor wins any particular delivery order will perform the work associated with that delivery order. Also see Orders Under Multiple Award Contracts, page 33 of the solicitation.

65. Question: The Scope of Work requires close coordination and management of activities among all contractor support staff and the RFP requires a full-time Program Manager. How will the task activities be managed under a multiple contractor environment? Will the USACE designate one of the winning contractors to be responsible for overall Program Management and therefore will be the only contractor to have a full-time Program Manager or will each of the winning contractor have a Program Manager (part time) on-site who will be responsible for managing their assigned functions or tasks?

Answer: Each order issued will be like a contract in itself, therefore, separate program manager for each order.

66. Question: Since this will be a Performance-based contract, can the USACE please provide us with criterias such as SLAs (Service Level Agreements), critical success factors, etc. that will help us determine and develop a performance measurement program and matrix to successfully execute a performance-based contract?

Answer: There are none in existence at this writing. The SLA's and performance based issues will be a part of the task orders.

67. Question: In pricing the Base Year (Line Item Number 001) are we to assume a 1 October 2002 start date to allow for a full 12 months performance period ending 30 September 2003? If award is earlier or later will the 12 months Firm Fixed Price be prorated?

Answer: Contract period is 12 months from date of award. Anticipated award date is 30 September 2002.

68. Question: Are there any potential security delays in entering the building that should be allowed for if the proposal is to be hand carried to cubicle 6100-B?

Answer: Proposals are due not later than 1400 (2:00 pm), 28 June 2002 to Nancy Hilleary, Humphreys Engineering Center Support Activity, 7701 Telegraph Road, Room 1B01, Alexandria, Virginia 22315. We do have security guards at the front entrance.

69. Question: Will the Corporation issue separate delivery orders for New Software Installation and Version Upgrades or is it to be priced as part of the Network Support? Will the New Software and Version Upgrades be purchased by the Corporation or will the Contractor purchase and be reimbursed by the Corporation?

Answer: All software upgrades, installations, and the like are a part of the normal business day as outlined in the task orders. All hardware and software is government furnished equipment (GFE).

70. Question: Should a G&A or materials handling rate be specified in the Pricing Methodology for the Materials part of the Time-and-Materials basis?

Answer: This is not a Time and Materials contract.

71. Question: On page 14 of the RFP are cited two T1 PTP circuits used for critical/sensitive management services from remote providers. On page 15 of the RFP are cited two additional critical/sensitive services provided remotely by government agencies. What is the nature of connectivity to the agencies cited on page 15: two more T1 PTP circuits; unprotected Internet; Internet with VPN for data security; other?

Answer: Pages 14 and 15 are sample labor categories. There is nothing on those two pages concerning communications. At this time, two T-1 lines for dial in access, accommodate forty-six connections. At the HEC, there is one T-1 line that supports 23 remote access connections.

72. Question: Will most of the Oracle SW development be done on-site?

Answer: No Oracle development is done at this location.

73. Question: Is it possible to get any information on the eGrants?

Answer: Information Unknown.

74. Question: Recommend you consider making the following change to Section 52.212-2 FACTOR A:

Recommend the personal history include the addresses and phone numbers for the last seven years. Reason: Reasonableness many companies have been purchased, eliminated or in some cases seasoned employees may not render the relevant addresses and/or phone numbers.

Answer: If you think that this is a reasonable way to write your proposal, the Government has no problem with your actions. The solicitation requests a reasonable amount of information regarding all experience especially experience relevant to the IM profile of the Corps of Engineers. We do not intend to change the solicitation.

75. Question: Page 2 of RFP -- In general, the Government's implementation of the delivery order/task order process is not clear or is insufficient to permit risk assessment and pricing of the RFP.

Question 1: How will the Government determine the firm fixed price on the task/delivery order? Will the Government determine the number of hours of each labor category and then apply the fixed hourly price to arrive at a firm fixed price?

Answer: The task order will be a definitive statement of work. Contractor will give us # hours proposed.

Question 2: If multiple awards are made, will proposals (generally) be obtained based on the specific performance-based SOW with metrics?

Answer: Yes

Question 3: Will this be done via e-mail?

Answer: Contractor's choice

Question 4: How will the Government issue the delivery/task order and in what form; i.e. will the order be unilateral or bilateral? Will "hours" be ordered or will the "SOW" be ordered?

Answer: See provision titled "Delivery Orders" on page 2.

30) **Question 5:** Are performance metrics and incentives/disincentives available now? (Also C.3.2, page

Answer: No

76. Question: Pricing sheets (Pages 2-27 of 66) appear to be asking for firm fixed price labor rates by each labor category as opposed to a firm fixed price for all, yet to be defined, work to be performed for the base contract year and each of four option years.

Answer: Yes we are asking for Firm Fixed Price (FFP) labor rates.

Question 1: If the intent is to propose fixed labor rates against which LOE TOs/DOs will be issued, the solicitation provides no descriptions or minimal qualifications for the requested labor categories. Without an understanding of the Government's minimal requirements or expectations of each labor category, offerors cannot propose realistic or, more to the point, comparable rates for evaluation by the Government (One man's Technician is another man's Chief Network Engineer).

Answer: Basically we request that each vendor will offer personnel who fit our IM profile. The government cannot tell any vendor what to include in their individual proposals. This is not a Level of Effort (LOE) contract, Firm Fixed Price (FFP) orders only.

Question 2: The solicitation provides no CLINs for Travel or Other Direct Costs (ODCs) that are likely to be incurred by the contractor during performance of the contract.

Answer: A travel CLIN has been added by this amendment.

77. Question: Page 29 of RFP, SOW Para C.1.1, 3.1 Para C.1.1.c. Does the 249th Engineer Battalion operate a LAN in its Ft Belvoir Headquarters? If so is the LAN included in this requirement? What is the configuration of the LAN? How many users/desktops? Please provide diagrams of the LAN.

Answer: There are 300 users attached to the 249th Engineer Battalion. One hundred sixty users are located at Ft. Belvoir. The remainder of the 249th personnel are located worldwide. The LAN is similar to the HQ LAN. There are no diagrams available.

78. Question: 3.2 Para C.1.1.c. Support for the 249th Engineer Battalion (worldwide) envisions support by phone and/or TDY.

Discussion 1: There are TESA/non-TESA issues and pricing issues associated with performance in FRG, Korea, and in other OCONUS locations.

Answer: Not a question

Discussion 2: Does the Government intend that all work performed at locations outside the National Capitol Region to be TDY or does the Government intend that personnel be permanently assigned to these locations? If the later, does the Government intend that the fixed hourly rate per category will apply at all locations, all locations in CONUS and all locations OCONUS? If so, then either CLINS need to be established for the different locations or the percent of work to be performed in each location needs to be provided in order for us to price the effort. In addition, we need to know where all the locations may be as Department of Labor Wage Determinations may apply for each of the locations.

Answer: Any work performed away from these three sites named will be done on TDY basis. The Government will reimburse the vendor for travel performed in support of Government requirements. There is no one stationed outside of CONUS.

79. Question: 3.2 Para C.1.1.f. Do the 150 temporary people use desktop computing equipment located in the GAO and HEC buildings and connected to the LANs? Do LAN access accounts need to be established for the temporaries? Is a common WAN Log on used? Is DHCP used? Can temporary employees log on using their own Laptop computers?

Answer: Some use existing equipment. Some bring their own equipment. Some use web access to read the mail from their duty stations. Some dial up their duty stations to read their e-mail. Some will use our equipment to read mail from their duty site. Sometimes we establish access accounts for the TDY personnel. Most of the TDY personnel do request temporary accounts.

80. Question: SOW Paragraph C.1.3. Who is responsible for the FNS? Where are Demarcation points?

Answer: The FNS connection connects the HQ computer room with the Humphreys Engineer Center computer room. The line vendor is responsible for keeping the line active. The Contractor responsible for Corps support is responsible for maintaining connectivity as long as the line is active.

81. Question: Last sentence of the C.1.3 states contract will be responsible for troubleshooting and rectifying problems with the LAN/MAN/WAN communications connections. Is the contractor responsible for the WAN? If not where are the demarcation points?

Answer: The vendor is responsible for maintaining connectivity between the HQ computer room with Humphreys Engineer Center computer room. If we lose connectivity, the Contractor is responsible for finding the problem and resolving it at either end of the connection. If the problem is not at either location, the Contractor must contact the proper authority to have the line brought back to an active status.

82. Question: SOW Paragraph C.3.1 states "this contract is an Indefinite Delivery – Indefinite Quantity (IDIQ), firm fixed price, with performance-based delivery orders."

Question: The terms *IDIQ* and *Firm Fixed Price* in this context seem contradictory. On one hand the Government is saying that indefinite quantities of work will be required, but on the other hand saying it wants a firm fixed price for doing that work. The Requirements as presented in SOW Paragraph C.4 are not sufficiently detailed or specific enough to enable the offeror to develop a realistic firm fixed price for this contract. Might the Government instead mean that an indefinite quantity of work will be satisfied by the issuance of multiple delivery orders, each of which will be negotiated on a firm fixed price basis? If so, then what is the basis on which the offeror's proposed "cost/price" will be evaluated?

Answer: Yes, we're evaluating on Contractor loaded hourly rates.

83. Question: SOW Paragraph C.3.2. Please provide a representative sample of performance standards.

Answer: See C.4.5, page 32 of the solicitation. Performance metrics will be tailored to individual task orders.

84. Question: SOW Paragraph C.4.1 Please define "communications support" in the context of office automation.

Answer: Communications support means maintaining connectivity across the LANs and WAN.

85. Question: SOW Paragraph C.4.2 states that contractor must be able to provide repair and maintenance services for all brands of office automation equipment.

Question 1: Will the Government provide tools, test equipment, and workspace for the performance of these repair services, or will those be contractor responsibility? Will metrics for allowable repair times be negotiated as part of each Delivery Order?

Answer: The government will not provide tools or test equipment. The Government will provide workspace. Performance metrics will be written into the task orders.

Question 2: If the contractor is required to provide tools, test equipment, and/or workspace, will there be an ODC CLIN against which these costs can be reimbursed?

Answer: An ODC CLIN has been added by this amendment.

Question 3: If the contractor is at a remote location and requires materials to complete the mission, will there be a materials/ODC CLIN to recover costs?

Answer: All materials necessary to complete the Government's mission will be provided to the vendor except for office supplies, batteries, and personal communications devices.

Question 4: Does the Corps currently have vendor/3rd party maintenance contracts for hardware and software? If so what will be the relationship between these contracts and this requirement?

Answer: We do have a third party arrangement to support the software and hardware for the CISCO switches. A third party does provide all desktop system repairs for the systems at the Humphreys Engineer Center (HEC). The awardees will be responsible for installing any hardware and software upgrades to the switches. The awardees will be responsible for installing repair parts in the switches. The vendor at the HEC will be responsible for determining if the third party vendor must make a desktop repair. The vendor will then place a call to the third party vendor and request the repair.

86. Question: SOW paragraph C.4.3.2. COTS software cannot be "maintained" by a third party without an agreement/arrangement with the vendor/owner. Does the government mean "maintain" in the sense of fixing "bugs" in COTS software? Does the government have maintenance agreements with COTS software vendors? Who is responsible for upgrades to COTS software? Is the Government requiring the Contract to assume responsibility for the performance of COTS/GFE software?

Answer: Maintenance in this case means installing and re-installing software when necessary. We do not do any applications repairs or maintenance. We have some maintenance agreements in place. The Government will supply all software upgrades. No, the vendor is not responsible for the performance of GFE/COTS unless the COTS/GFE was installed and/or configured incorrectly.

87. Question: SOW Paragraph C.4.3.2 states "All software delivered to the Contractor for installation under this contract shall be".

Question: Delivered by whom? The Government or the contractor? If the contractor, will there be an ODC CLIN to recover those costs?

Answer: The Government will purchase all software. A CLIN for ODC's has been added by this amendment to cover any special tools, material, equipment, etc.

88. Question: SOW Paragraph C.4.4 is a "laundry list" of services many of which overlap/repeat each other or are included in another (e.g., items i, j & o). Suggest grouping the required services into anticipated deliver order requirements such as: Maintain Desktop environment (hardware and software), Operate and Maintain Headquarters LAN, Operating and Maintain HEC LAN, Provide Network Engineering Services, Configuration Management. etc.

Answer: C.4.4 remains unchanged.

89. Question: SOW Paragraph C 4.4.q requires training services but SOW Paragraph C.4.7 specifically states that there is no training associated with the solicitation. Please clarify.

Answer: C.4.4 is a task order driven item used for the training of government personnel. C.4.7 refers to the training of Contractor personnel.

90. Question: Page 32 of RFP, SOW Para 4.5 indicates that performance metrics for trouble call resolution may be currently available. If so, recommend that the Government provide a copy as well as a copy of any other existing performance metrics and incentives and disincentives for meeting or failing to meet the Government's defined metrics for the work involved.

Answer: There is none available yet.

91. SOW Paragraph C.4.6 states that the contractor will assist the Government during its annual test of the Continuity of Operation Plan (COOP) and, for relocations beyond a 60-mile radius from the GAO Building, the "Government will pay for all travel, temporary housing, food, and other appropriate travel items."

Question: It is likely that the contractor will incur some "appropriate travel items" for COOP relocations inside the 60-mile radius as well as outside. Does the Government not intend to reimburse for these items? Also, at present there does not appear to be a CLIN for Travel or Other Direct Costs (ODCs).

Answer: An ODC CLIN has been added to the solicitation by this amendment.

Question: Does the "remote location" currently exist? Who is responsible for the operation and maintenance of the IT equipment at the remote location? Who is responsible for the daily backing up/mirroring files to the servers at the remote location? What is the connectivity between the remote location and the Headquarters?

Answer: Yes. The local authority (the Commander at that remote location) is responsible for equipment and back-up at remote location. There will be no connectivity from HQ to remote location.

92. Question: Paragraph INSPECTION AND ACCEPTANCE. This is solicitation will result in a services based contract. What constitutes "acceptance"?

Answer: When task is complete and accepted by the Contracting Officer or Contracting Officer's Representative (COR).

93. Question: 52.212-1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS (OCT 2000), paragraph b4. "A technical description...". Since no physical "items" are being offered what does the Government expect in response to this requirement? The evaluation criteria do not give any value to contractor's technical approach to providing each of the services specified in the SOW.

Answer: See answer to Question #34.

94. Question: 52.212-1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS (OCT 2000), paragraph (h), Multiple awards. Please explain: "quantities less than quantity offered" as pertains to this solicitation.

Answer: The Government has provided estimated quantities of manhours and offerors are to provide their prices for those estimated quantities and nothing less. Although offerors cannot provide prices for less than the estimated quantities stated, the Government may award a contract for less than the stated quantities, unless offerors indicate otherwise.

95. Question: 52.212-2 EVALUATION--COMMERCIAL ITEMS (JAN 1999), section (a), first paragraph implies that a single award will be made. Please explain discrepancy with previous citations.

Answer: This clause states how each offeror will be evaluated.

96. Question: Paragraph 52.212-2 EVALUATION—COMMERCIAL ITEMS (JAN 1999), section (a), second paragraph states “ proposals will not only be evaluated for technical merit..”. Technical merit is not an evaluation criteria/factor. Please explain.

Answer: The government considers Technical Management Plan (Factor C) the technical evaluation criteria.

97. Paragraph 52.212-2 (EVALUATION—COMMERCIAL ITEMS (JAN 1999), FACTOR A (PERSONNEL CAPABILITIES) (approx page 40 of 66) states "Each offeror must submit the personal work and education history of each of their employees that will be working on the contract."

Question: Is the Government asking that resumes of specific individuals to be submitted with the offeror's proposal response to this solicitation, or instead that resumes for specifically proposed individuals be submitted for each Delivery Order, when issued? Without specific delivery/task orders there is no way to determine who will be working on the contract. If the later, what are the evaluation criteria for the Personnel Capabilities Factor for proposals submitted in response to this solicitation? Suggest that sample resumes be provided for each labor category listed with the understanding that if that labor category is included in a task order a person with equal or better qualifications given the sample resume will be offered.

Answer: The information supplied in the statement of work should be sufficient for the contractor to issue a proposal to satisfy the needs of the government. Sample resumes will not be provided.

98. Paragraph 52.212-2 (EVALUATION—COMMERCIAL ITEMS (JAN 1999), FACTOR B (PAST PERFORMANCE) (approx page 40 of 66) states "All offerors must submit references for similar contracts performed within the last three years."

Question: How may contracts? Are there a minimum and/or maximum number?

Answer: No, it is up to the contractor

99. Question: Paragraph 52.212-2 (EVALUATION—COMMERCIAL ITEMS (JAN 1999), FACTOR B (Price/cost), paragraph c. The last sentence appears to be in conflict with the first sentence. "Accept" can only be validated with a written notice. So the first sentence is the operative sentence and the second appears to be irrelevant. Is this correct?

Answer: No conflict. Both sentences stand on their own merit.

100. Question: Page 56 of the RFP, FAR Clause 52.222-42, Statement of Equivalent Rates for Federal Hires is missing the identification of the classes of service employees, wage and fringe rates. This information is needed for pricing the RFP.

Answer: Has been added to solicitation by this amendment.

101. Question: Attachment 2, DOL Wage Determination 1994-2103 dated 5/31/2001. We need a copy of the determination to price the labor categories subject to the SCA/DOL WD.

Answer: It can be downloaded at <http://www.hecsa.usace.army.mil>

102. Question: General comment. Will premium overtime be required to be worked by any employees subject to the Service Contract Act/ DOL Wage Determination on any task order/delivery order? If the Government envisions that happening, the RFP needs an ODC CLIN for the premium portion of the Overtime.

Answer: None required.

103. Question: We note that the RFP contains no requirements to comply with the provisions of Section 508 of the Rehabilitation Act (29 USC § Part), the Accessibility Standard (36 CFR 1194), and the FAR Final Rule (48 CFR Parts 7,10,11,12,and 39), nor is there an exemption cited (FAR Part 39). We respectfully request clarification that either:

1. Section 508 applies (with the requisite information, as per FAR)
2. Section 508 does not apply pursuant to exception (please specify)
3. This procurement does not contemplate the purchase of electronic and information technology falling under the definition of EIT provided in the Rehabilitation Act or Accessibility Standard.

We are in compliance.

104. Question: Is there an option that a subcontractor may opt out of performing a TO/DO if there is an OCI?

Answer: The government only deals with the prime.

105. Question: RE: RFP Page 32 of 63 - C.4.6: Continuity of Operations Would the government provide labor categories for designated KEY and/or NON-KEY personnel if the government decides to further test the COOP by locating federal key personnel outside of the sixty-mile radius and the Contractor is to assist by sending Contractor support staff with the government personnel? Will this be incorporated into a separate task order at such time as the government decides to pursue this option to further test the COOP?

Answer: The key personnel will be determined at the time the COOP is activated.

106. Question: Will the Government provide information provided during the site visit to all offerors?

Answer: All information provided was in the solicitation.

107. Question: SOW, C.1.3, C.4.1 – These sections require the offeror to “support” LAN, MAN and WAN and communications services. There does not appear to be a cost line for procurement of these services from a telecommunications provider, nor are there any specifications for the level of service to be provided to the Government. Is it the Governments intent to purchase communications services separately, or will the Government provide the data needed for inclusion of that cost in the proposal?

Answer: The government purchases all communication services from Verizon. It is Contractor responsibility to maintain connectivity across the LAN/MAN/WAN.

108. Question: SOW, C.3.2 – Specifies that the Contract will be based on Performance Based Delivery orders, against which the Government may penalize the contractor for failure to meet the Performance Standards. While the paragraph goes on to say that performance standards will be provided in each delivery order, the Government is asking us to bid on a FFP contract now without any way to evaluate the risk. Will the Government at least provide general performance standards that will be common to most task orders?

Answer: Reference FAR 37.602-1 and C.4.5 of the statement of work in the solicitation.

109. Question: SOW, C.4.2 – Requires the contractor to repair and maintain all brands of office automation equipment. There does not appear to be a funding line for the provision of vendor provided technical support, for the provision of spare parts, or for the purchase of factory service when required (items such as cameras and scanners usually require factory repair and cannot be repaired in the field). Should we assume that the Government will fund these items separately?

Answer: The government pays for all parts and third party repairs. We do not repair cameras.

110. Question: SOW, C.4.3.1 – The contractor is responsible for maintaining and installing all software covered by this contract. In today’s environment, COT’s software vendor technical support is often required

to resolve issues because the source code is not made available for manipulation in the field. This technical support is more frequently being provided as a separate cost item. There is no funding line for costing licensing agreements/technical support services for software. Should we assume that the Government will purchase these items separately?

Answer: All telephonic, fax, and site visit support will be paid for by the Government.

111. Question: Paragraph 52.212-2(a), Factor C, Technical Management Plan refers to the Government's information management profile as a basis for understanding the organizations mission. Does this "profile" refer to a specific standard, regulation, or policy? Can the Government cite the specific reference and provide access to it?

Answer: Our IM profile is the equipment we utilize, the software we utilize, our communications needs, our Help Desk Support, and any other items related to how we utilize our IM tools. The Government does not think that there is any applicable reference to cite.

112. Question: Will the technical and cost proposals be incorporated as part of the awarded contract and each subsequent delivery order?

Answer: Yes.

113. Question: Paragraph C.3.2 states that "Failure to meet performance standards will result in deductions taken from the contract price". How will the level of deductions be determined? If deductions will be taken for sub-standard performances, will the Government consider performance incentives for superior performances?

Answer: This is not an incentive contract.

114. Question: What are the anticipated hours of help desk support? What support will be required from the help desk for government personnel in different time zones?

Answer: This contract is for local support only (Eastern Standard Time).

115. Question: Given the request for performance based contract support, will the Government convert the FFP to a CPFF structure?

Answer: No

116. Question: Please confirm whether Delivery Orders will be issued as "Firm-Fixed-Price" (one firm overall price to perform the SOW for that task) or "Fixed-Price-Labor Hour" (hours as actually performed at a fixed rate)?

Answer: See provision titled "Delivery Orders" on page 2.

117. Question: Who will maintain the UPS back-up generators during the contract?

Answer: The GAO operates the generators.

118. Question: What is the media by which this bid is to be submitted to the Government on 24 June and how many copies are required?

Answer: It is up to the Contractor to get two (2) hard copies of offer to the government. Your attention is directed to Clause 52.212-1(f) on page 35 of the solicitation.

119. Question: Will the installation of the Office 2000 software be completed by September 2002?

Answer: Yes, the installation will be completed.

120. Question: How many patch facilities will be maintained during the contract?

Answer: We have access to many patch facilities. We have patch facilities at the GAO Building.

121. Question: Please explain how the method of "transition" will take place.

Answer: The transition method will be determined at a later date.

122. Question: How many incumbents are presently on the contract?

Answer: 1 (one)

123. Question: At the site visit on 4 June, we were informed that the cable plant in the Kingman Building had been recently wired. Was this new wiring certified?

Answer: No, the wiring has not been certified yet.

124. Question: Paragraph C.4.2. - Will Dell provide maintenance on any of the equipment mentioned in this paragraph? If so, what equipment, and will they be part of the main contract?

Answer: They do provide replacement parts for equipment under warranty.

125. Question: Paragraph C.1.4. No mention of the Microsoft NT 4.0 operating system. Are there any systems or networks using Win NT 4.0?

Answer: By the time that this contract is awarded, we will be a Microsoft 2000 shop.

126. Question: Paragraph C.1.1. No mention of the LAN/MAN/WAN boundaries, firewall or connectivity to the World Wide Web. where does USACE LAN/MAN/WAN control stop and contractor support transition to other entities?

Answer: The Contractor maintains our connectivity to the Wide Area Network and the firewall. The awardees will be responsible for maintaining connectivity for the MAN and LANs

127. Question: Paragraph 4.1 Is the contractor web page support to include Section 508 compliance (rebuilding existing web pages to be compliant) and HIPAA compliance?

Answer: Yes, Section 508 is applicable.

128. Question: Paragraph C.4.2. appears to contradict itself: "Contractor must be able to provide repair and maintenance for all brands of office automation equipment." And, "...requirements under this contract are restricted to the repair and maintenance of all LAN hardware and all office automation equipment." Please clarify the intent of the paragraph and provide a representative sample of the equipment to be repaired and maintained including typical nameplate data, e.g. manufacturer, model, date manufactured. Does the government maintain an adequate supply of spare and repair parts, modules and peripherals?

Answer: There is no contradiction. We have a preponderance of COMPAQ servers, DELL desktops, and Hewlett Packard printers. The aforementioned items are considered office automation equipment. The vendor will also repair any LAN items not supported by a third party agreement. All parts are GFE or third party furnished items.

129. Question: Paragraph C.4.4. c. Requires "source level" programming. Please indicate what applications are included, e.g. C++, Visual Basic. Will this task also require repair/modification of code written by others?

Answer: Most of the programming done here is performed in ACCESS. Programming support services will be addressed in separate task orders.

130. Question: Paragraph C4.4. q. Is the training identified in this paragraph formal, classroom training or ad hoc, one-on-one training?

Answer: If the awardees perform any training, the training issues will be addressed in separate task orders.

131. Question: Since we assume adequate competition, is completion of the pricing tables in the solicitation sufficient or does the government want full pricing labor buildup detail (i.e., direct labor, OH, G&A, fee, etc.)?

Answer: No break out required.

132. Question: Reference section 52.212-2, Factor A Personnel Capabilities, in order for offerors to ensure that USACE requirements are met with regard to the submission of proposed staff resumes, would the USACE provide minimum certification requirements for the labor categories identified in the solicitation?

Answer: No, the Contractor is to provide that information.

133. Question: Is parking available? GOVs (Government Vehicles) for moving equipment?

Answer: Not at the GAO Building. We don't provide government vehicles to Contractors.

134. Question: Is local travel/mileage paid?

Answer: No

135. Question: Were price deductions available in the old contract? Where they exercised?

Answer: No

136. Question: What is the history of price deductions taken?

Answer: N/A

137. Question: How are Price Deductions planned as a percentage of tasks?

Answer: That will be determined upon issuance of individual task orders.

138. Question: Does overtime require prior customer approval?

Answer: Yes

139. Question: Will tasks be directed to Awardees, or competitively bid?

Answer: Refer to page 33 of the solicitation, "Orders Under Multiple Award Contracts"

140. Question: May tasks be rejected by Awardees?

Answer: Refer to Clause 52.216-19, page 51 of the solicitation.

141. Question: Will measures of performance be negotiable?

Answer: To be determined before issuance of task order.

142. Question: Will software required (e.g. Visio 2000 for documentation) be provided as Government Furnished Equipment (GFE)?

Answer: Yes

143. Question: Will Test, Evaluation, & Measurement tools and equipment list be provided as GFE?

Answer: If needed, the government will provide whatever the Contractor needs except for hand tools.

144. Question: Will all work be performed on government site?

Answer: Yes

145. Question: How will the Government treat "inactive" clearances?

Answer: They will be treated as if no clearance exists.

146. Question: How should offerors price possible compensation time (comp time) to be paid for staff working hours other than 0600 - 1800 hours in the SOW (i.e. pager support)?

Answer: Government will issue task orders for after hours support.

147. Question: Who makes up the evaluation board? Also what are their titles?

Answer: Government information only.

148. Question: Do the classified and unclassified networks use the same infrastructure? In that regard, is it segmented?

Answer: The two networks are wired separately.

149. Question: In the solicitation all the services required have been organized by specialty (i.e. Program Manager) and hours required per year. Does this mean that you anticipate that these hours will not be exceeded? Is this based on previous experience?

Answer: The hours that the government indicated are just estimates can be exceeded but the dollar value under paragraph 1 on page 2 of the solicitation may not be exceeded.

150. Question: How and where are the proposals to be submitted? Is there a public opening of bids?

Answer: See Block 28, front page of the solicitation. See answer to Question #68. No, there is no public opening of bids.

151. Question: All the items requested on the Solicitation are services, there is no hardware mentioned. Will any hardware be expected to be supplied?

Answer: No

152. Question: Under item C.1.1 of the Solicitation you indicate that there may be "temporary duty visits" required to be made to sites overseas. Will you reimburse traveling expenses?

Answer: Yes

153. Question: Under item C.4.3.b of the Solicitation you indicate that the Contractor may be required to install and perform various types of software. Are we correct to assume that the licenses required for installation of these applications will be purchased by USACE under separate solicitation? In other words, the Contractor is not required to include the cost of this software in the bid, correct?

Answer: All government needs are government furnished equipment (GFE).

154. Question: Under item C.4.4.c of the Solicitation you indicate that the Contractor shall provide "source level programming for new applications" what does this exactly mean?

Answer: Source Level Programming is any applications programs performed by the Contractor from Government program specifications. It may include problem definition, problem resolution, coding, acceptance testing and final delivery. Source Level Programming is not a day-to-day function. All programming support services will be covered in a separate task order.

155. Question: There is an attachment titled "FORM 254 Department of Defense Contract Security Classification Specification". When is this form supposed to be submitted and to whom?

Answer: Just for Contractor information. Can be downloaded at <http://www.hecsa.usace.army.mil>

156. Question: Will you provide office space and PCs for use by the Contractor's personnel to perform the "Help Desk" function? And if so, can you describe exactly what will be made available to them?

Answer: The government will supply all hardware and software needed to complete any task order.

157. Question: Since there are several different functions that will be required to be performed by the Contractor's personnel. What type of "Personal Capabilities" statement is required to be submitted along with the proposal? Some of the personnel may not be the same or we may need to increase our staff based on how many people/hours you choose to request. Would it be sufficient with the "Personal Capabilities" of the principals/managers?

Answer: Contractor has to supply information regarding capabilities of key personnel.

158. Question: Please clarify the need for former employer contact information. It may put some employees in an uncomfortable position knowing that current customers are listed as "reference" on their resumes, yet for long-term employees, former employers may extend far back in time. This offeror conducts extensive background checks and submits employee candidates to drug screening prior to employment. Would signed contingency letters for non-employees serve the government's need?

Answer: Should be annotated on their resume whether to contact current employer. Yes, signed contingency letters for non-employees serve the government's need.

159. Question: Please clarify the Past Performance requirement. What are the minimum and maximum numbers of Past Performance examples that you require?

Answer: The government feels Factor B does not need further clarification. Contractor determines how many he wants to send.

160. Question: Have you considered the effect that multiple awards would have in terms of raising costs through competition for resources?

Answer: The government has researched multiple awards and considers it to be most advantageous to the government.

161. Question: If the winning team can provide competitive rates for leased lines, would it be desirable to procure them under this contract?

Answer: No, this contract is for Support services only.

162. Question: Paragraph C.4.4. of the SOW states that migration is underway from Microsoft Office 97 to Microsoft Office 2002, and will be completed by the end of calendar year 2002. Paragraph C.4.4.m. of the SOW calls for the preparation of migration/conversion plans. Since there will potentially be some overlap between the incumbent and the task orders issued under this new contract, is a migration plan prepared by the incumbent available for review and incorporation into planning for bidders?

Answer: No, there is no migration plan available at this time.

163. Question: Section 52.212-2 (Evaluation –Commercial Items (JAN 1999)), Factor A. PERSONNEL CAPABILITIES indicates that all personnel proposed for this program will be evaluated on their education, training, certifications and information management experience. Does the government expect to receive resumes on all personnel as a portion of this proposal, or will resumes be required only after specifics of the task orders are finalized and released?

Answer: Government wants resumes for key personnel as part of Contractor proposal, not task order proposal.

164. Question: For the purposes of this procurement, is the Government considering one labor Full Time Equivalent (FTE) to be 2080 hours per year? If so, it is assumed that we can calculate the specified FTE's from the hours specified in the RFP and translate and bid the number of corporate productive hours (less than 2080 hours per year) associated with that number of FTE's. Is this assumption correct?

Answer: These are estimated hours to allow the bidder to identify the anticipated level of support required for each of the support areas.

165. Question: Paragraph (b) (4) requires the offerors to provide a technical description of the items being offered in sufficient detail to evaluate compliance with requirements in the solicitation. Is this where resumes should be submitted? Should anything else be included in the technical description besides resumes? Are there any instructions on the resumes themselves other than what is contained under FACTOR A. PERSONNEL CAPABILITIES page 37?

Answer: Contractor needs to submit everything in accordance with evaluation factors on pages 37 & 38 of the solicitation. Resumes should be part of Personnel Capabilities. No other instructions.

166. Question: Paragraph (b) (10) requires the offerors to provide past performance information. Are there any limitations or any additional instructions on this past performance information?

Answer: See answer to question #159.

167. Question: This reference has no instructions pertaining to the Technical Management Plan that is mentioned in FACTOR C. TECHNICAL MANAGEMENT PLAN. Will additional instructions be provided?

Answer: No

169. During the on site visit, storage cabinets labeled as document management (HQEDMS Document Storage) were observed in the contractor work areas:

Question 1: What document management software system is used? What version?

Answer: PC DOCS Version 4.0

Question 2: Is the server/storage management on support part of the contract?

Answer: Yes

Question 3: What types of documents are managed?

Answer: Variety of unclassified documents.

Question 4: Is maintenance/support of end users and end user peripherals part of the contract?

Answer: Yes

170. Question: At the Kingman building we were told most equipment is Compaq and that replacement normally occurs over a 3 year cycle. What type of warranty was provided with the equipment?

Answer: OEM Warranty

171. Question: Page 2 – Item No. 0001 – Is this the sum total for all 14 labor categories?

Answer: No

172. Question: Labor Categories: Fourteen labor categories are listed for purposes of pricing. We understand that the vendors will determine their own requirements for these positions: i.e., education, certification, experience, etc. Are offerors to include qualification standards for each position in their proposal?

Answer: Yes

173. Question: How will you compare costs, given that different offerors will have different qualification requirements for each position?

Answer: Costs will be evaluated based on reasonableness of each offer submitted.

174. Question: Page 33, Orders under Multiple Awards: Will services be divided into task orders functionally or by location? Will all awardees be invited to compete for all task orders? Will task orders be for extended service with options to include more than one year?

Answer: Functionally. Refer to "Orders under Multiple Award Contracts", page 33 of the solicitation.

175. Question: What is the contractor's responsibility for hardware maintenance on items under warranty?

Answer: Install replacement parts and install software updates.

176. Question: What are USACE's plans for rollout and use of enterprise management tools (e.g. CA Unicenter, Tivoli, HP Open View, etc.)?

Answer: Government is currently using CISCO Works 2000 and SMARTS In charge

177. Question: Reference to Paragraph 52.212-1, Item (8): You have requested completed copy of representations and certifications at FAR 52.212-3. Do we also need to complete 52.219-1, 52.222-22 thru 52.223.13 (on pages 55& 56) with the proposal.

Answer: Yes

178. Question: Page-2 of RFP, (Section SF 1449 continuation), under Pricing. I assume Line Item 0001 is a sum (total price) of Line Items 0001AA thru 0001AP. Please clarify or confirm this. Also, I assume same for Line Items 0002, 0003, 0004, 0005 for option years.

Answer: Changed to Not Separately Priced by this amendment.

179. Question: Job categories listed on pages 2-27. Could you tell us which of these positions come under Wage Determination. Could you map the positions to the Wage Determination job categories.

Answer: Contractor to use categories he/she feels meets the needs of the Government.

180. Question: Section C.1.3 (Page 29): Is WAN engineering, operations, maintenance, and network management in the scope of the work or just the LAN management. C.4.1 indicates the requirement as only LAN support. No mention was made about WAN or MAN.

Answer: Yes, Statement of work changed to add WAN and MAN

181. Question: C.4.3.1: Do you currently have Software maintenance contracts with the vendors? If so, could you please provide information on this (Vendor name, software name, maintenance expiry date, type and coverage of contract). Is Government responsible or the Contractor for maintenance contract with vendors?

Answer: Government is responsible. The information regarding software maintenance contracts will be outline in the task orders.

182. Question: C.4.2: Could you please provide same information (requested in Q9) for hardware maintenance also?

Answer: See answer to question # 175.

183. Question: Section 52.212-2: Could you give us the rating factor weightages in terms of % for the four factors (a,b,c,d).

Answer: Government information only.

184. Question: Section 52.212-2, Factor-B, Past Performance. Do you have suggested format or template?

Answer: No

185. Question: Local travel was not addressed in this solicitation. Are we to assume local travel will be billed at 0.365 cents per mile and required and approved out of area travel to be reimbursed at the current JTR rates plus applicable burdens?

Answer: No local travel

186. Question: Please provide the name and release level of all network backup software. Please provide policy and procedures for system backups for both HQUSACE and HEC locations.

Answer: Veritas Net Backup Version 3.4.1. Policy and procedures will be a part of new task orders.

187. Question: Can the list of firms that attended the on-site visits be released?

Answer: Yes, upon request

188. Question: What CADD package(s) must be supported?

Answer: Auto CAD

189. Question: Should Certifications and Representations be submitted with the Cost/Price?

Answer: Certifications and Representations need to be provided. It is up to the offeror where he wants to include it.

190. Question: In the section in Item No 0001 it refers to FFP. Does that mean Fixed Firm Price?

Answer: Yes

191. Question: Did another 8(a) help prepare this RFP?

Answer: No

192. Question: Is this a new 8(a) contract or a re-bid of a current contract? If re-bid what is the old contract number.

Answer: Re-bid, DACW72-97-D-0002.

193. Question: Are the estimated hours on close to the actual hours that will be use or will they drastically vary.

Answer: Hours are estimated and used for evaluation purposes only.

194. Question: Does the 8(a) have to have at lease 5 years left on there 8(a) status?

Answer: No

195. Question: Can we get the current rate of hours used last year.

Answer: Approximately 60,320 hours

196. Question: Are the VPNs used for connections to RAS server(s)? If so, is the help desk responsible for supporting these VPNs?

Answer: Yes and Yes

197. Question: What version of Microsoft exchange is currently being used?

Answer: Exchange 5.5 Service Pack 4

198. Question: What version of Magic Help Desk is currently being used?

Answer: 7.1

199. Question: How many priority personnel are there at each location and what are the required response times?

Answer: Key personnel have been identified and are representative of priority personnel for each location. Response times will be stated in each task order.

200. Question: Is there a database of all equipment supported by the helpdesk?

Answer: Yes

201. Question: What software development methodology do you follow if any?

Answer: Will be outlined in the task orders

202. Question: Will there be a down-select ?

Answer: No

203. Question: Will there be oral presentations required?

Answer: No

204. Question: The solicitation released via the Electronic Posting System (eps) is a read-only file, and one cannot even copy out any of the information (other than some of the clauses, which appear to be data fields). When preparing responses, it is customary for offerors to copy out and use various sections of the solicitation in assembling the offer. Would it be possible for the Government to release an "unprotected" version of the solicitation to facilitate preparation of responses?

Answer: We cannot release.

205. Question: Where can we find copies of AR 25-3 and/or ER 25-1-2, and AR 380-19?

Answer: AR 25-3 can be found at <http://www.usapa.army.mil>

ER 25-1-2 can be found at <http://www.hecsa.usace.army.mil>

AR 380-19 has been superceded by DOD Directive 5200.28 "DoD Information Technology Security and Accreditation Process (DITSCAP)" which can be found at <http://iase.disa.mil/ditscap> or <http://deskbook.osd.mil>

206. Question: We understand that the Continuity of Operations Plan is under development and will be issued as a separate task. Since the plan is not available for review, do you expect the contractor to address this in their response?

Answer: Contractor should acknowledge the COOP.

207. Question: Are offerors required to bid the specific labor hour quantities and labor mix specified in the solicitation?

Answer: No

208. Question: If the Offeror proposes as a Joint Venture organization, will the past performance of each member firm be evaluated equally?

Answer: Yes

209. Page 33 of 63 Reference: ORDERS UNDER MULTIPLE AWARD CONTRACTS

Question: It appears that the government intends to award Multiple Contracts under this Solicitation. In that case, how much notice will be given to a vendor who receives a Task Order that requires on site staffing?

Answer: The vendor will be notified after review of proposals. The vendor should be prepared to start work immediately.

Page 29 of 63 Reference: C.1.4, certain non-Microsoft products are expected to be supported over the life of the contract. These include, but are not limited to, products such as Form Flow, Easy CD Creator and other COTS. We also support computer assisted drafting and design (CADD) COTS.

Question: Please list all such products with their current versions being supported.

Answer: All software packages that are not listed in Statement of Work will be addressed in the Task Order.

Page 30 of 63 Reference: C.2. CONTRACT PURPOSE. The purpose of this contract is to provide a vehicle through which LAN/MAN/WAN communications support services and office automation support services can be acquired. (Office automation support services are defined as all activities that involve desktop hardware support, software support services, communications support, LAN/MAN/WAN support, and Help Desk information management support.) Specific office automation support duties will be outlined in the delivery orders associated with this contract.

Question: This paragraph implies that products (hardware and software) will not be supplied under the newly solicited contract. The previous contracts issued did include products. If our conclusion is not correct, is it correct to assume that the provision of paragraph C.3.1. "SCOPE/CONTRACT TYPE/DURATION This contract is an Indefinite Delivery -Indefinite Quantity (IDIQ), firm fixed price, with performance-based delivery orders" regarding firm fixed price does not apply since such products have not yet been identified?

Answer: The services will be Firm Fixed Price negotiated task orders.

Page 31 of 63 Reference: C.4.4, Services. The Government has requirements for a wide variety of support services, which may be obtained under this contract. These support services encompass the full range of Federal Information Processing support services including, but not limited to: studies, systems operation, analyses, training, software conversion, computer programming, documentation development, LAN/WAN/MAN planning and installation, database development, a full and comprehensive range of WEB and E-Government services, etc.

Question: Since this is open to interpretation, please define the HECSA Information Management office's (CEHEC-IM) definition of E- Government Services.

Answer: The Contractor's E-Government Services is to maintain communications connectivity. The actual business performed will be responsibility of the government.

Page 27 of 63 Reference 52.204-4 Printed or copied doubled sided on recycle paper....

Question: Does this reference apply to attachments to the proposal?

Answer: Clause doesn't specify attachments, please read clause.

210. Question: Staffing – Can the successful offeror utilize FTE's along with Full-time permanent personnel?

Answer: Question is unclear

211. Question: Is their DES or Triple DES encryption on any of the Routers? Also on the RED-LAN?

Answer: Yes. On the red LAN we are using the DISA standard outlined in FIPS 140-1.

212. Question: Locations - Are their other locations besides the ones stated that will need to be supported during the period of performance of this solicitation?

Answer: No

213. Question: Staffing - Will the USACE give more consideration to an offeror, which has instituted and made available higher grade of personnel than what a specific position is calling for?

Answer: Proposals will be evaluated in accordance with the evaluation factors.

214. Question: Maintenance - Are there service level guarantees (SLG's) and agreements (SLA's) in place from vendors which the incumbent now services and will be inherited by the successful offeror?

Answer: No SLA's/SLG's in place.

215. Question: Transportation - Will site-to-site transportation be provided for the successful offeror for Technicians, Meetings and etc...?

Answer: No

216. Question: Offsite Storage - Will USACE provide offsite storage for backups and archive data and information? Will the successful Offeror be expected to maintain such a facility?

Answer: Yes and Yes

217. Question: Help Desk - Is the Help Desk a 24x7 organization?

Answer: No

218. Question: During the site visit at Humphreys Center, It was indicated that the Government intends to make at least two awards on the contract. How will the subsequent award of Delivery Orders be determined? Will there be a competition? If so, can the Government describe the Delivery Order process and selection criteria?

Answer: Cost proposals will be requested, evaluated, negotiated, if necessary, and awarded to offeror most advantageous to the government. Refer to page 33 of the solicitation, Orders Under Multiple Award Contracts.

219. Question: During the site visit at Humphreys Center, it was indicated that overtime may be required at no cost to the Government, also on call emergency response, i.e. beeper support. Can the Government elaborate these expectations.

Answer: If overtime is required, it will be paid on a case-by-case basis and on-call/emergency support is covered under separate task order.

220. Question: During the site visit at Humphreys Center, The Government indicated that fixed priced Deliveries would be issued. This normally implies a specification and delivery of a product, and generally not just labor hours as the SOW seems to indicate. Can you please elaborate on your intention.

Answer: The government has fixed price service contracts.

221. Question: C.4.3 Please provide more detail on non-Microsoft software products to be supported by the office automation staff such as Cisco Works, HP Open View and GIS software package.

Answer: All software needs will be outlined in task orders.

222. Question: Reference web / e-commerce, please provide software applications /databases used to support the web portal. (XML, Java, Flash, DB, Access, ect, ?)

Answer: JAVA Script Visual basic Script, SQL Server and ACCESS.

223. Question: On pages 46 and 47 of the subject solicitation, the required invoice information is identified. What is the frequency in which the contractor may invoice the government for services?

Answer: Monthly payment is authorized.

224. Page 2 of 63 - Section 1: As stated in the RFP this will be a multi-award IDIQ contract:

Question: Will there be task orders for sustaining operations?

Answer: Yes

Question: Will there be task orders for surge support - ie special tasks that require more than sustaining personnel?

Answer: Yes, when needed.

225. Question: Are there any citizenship restrictions for personnel on this contract?

Answer: Yes, personnel must be citizens of the United States.

226. Question: Page 32 - C.4.6 Travel will be reimbursed by the government. Will the travel figure be included in the cost proposal? If so, does the government have an estimated figure for travel or breakdown of # of trips, destination, etc.?

Answer: Travel will be negotiated with individual task orders, if required.

227. Question: Referencing Page 41 - (8)(I), "The offeror represents as part of its offer that it * is, * is not an emerging small business". There is no space here to insert an X to respond to the question.

Answer: A circle answer is sufficient

228. Question: Is the support to the USACE staff in the Washington, D.C. metro area only? Note that the 249th Engineering Battalion has a global footprint.

Answer: Support required for all areas listed as outlined in statement of work, C.1.1.

229. Question: The solicitation states that the contract will be ID/IQ, FFP, with performance based delivery orders. There are no deliverables stated in the solicitation. Will the FFP apply to Labor rates, individual task orders, or both?

Answer: Task Orders will be issued as Firm Fixed Price (FFP).

230. Question: Will monthly progress payments be permitted under the contract?

Answer: If request, Government will consider.

231. Question: Can the government provide an NTE ceiling for other direct cost, contractor line items, i.e. local travel, TDY, Communication, or publications?

Answer: ODC's and travel CLINs have been added by this amendment.

232. Question: Does "maintaining" mean providing support for proper installation of software, and not actually fixing bugs in the code, since the applications are COTS?

Answer: Yes, maintaining means support for the COTS

233. Question: There is no mention of providing both government site and corporate site labor rates. If a task order requires support form a corporate site, how will it be handled?

Answer: All support is on Government site.

234. Question: Will there be an actual requirement to support a RED LAN, as stated in the DD254, since there is no such mention in the solicitation?

Answer: Yes, added to C.1.3

235. Question: Will there be an overlap between the outgoing contractor and incoming contractor? If so, what will that period of time be?

Answer: No

236. Question: Until a task is awarded, who will be working on the contract is unknown; are representative resumes sufficient for the Government?

Answer: Resumes for key personnel are required.

237. Question: Can the government provide two sample tasks for the RFP? What are the range of financial penalties planned? Would penalties include not paying an invoice?

Answer: No sample of performance based task available. Reductions in price have not been determined yet.

238. Question: If there are multiple awards, can a successful offeror no-bid a task order?

Answer: Yes

239. Question: Please provide attachment 2, Wage Determination No.94-2103(rev.24) Dated 5-31-2001.

Answer: Available for download at <http://www.hecsa.usace.army.mil>

240. Question: Will the contractor be reimbursed at the actual costs of ODCs plus G&A and, in the case of fixed price tasks, profit?

Answer: All hourly rates should be loaded rates.

241. Question: Paragraphs C.2.4, C.4.4b, and C.4.4.g requires the contractor to repair and test hardware and software. Please provide a list of maintenance and test equipment that will be provided by the Government for this purpose. And describe the repair bins that are used for replacement parts and the process the contractor is to use when an item must be purchased to effect the repair.

Answer: All repair parts are GFE. There are no repair bins. The Senior Contractor repair person will maintain the inventory of parts purchased by the government.

242. Question: C.3.1. "This contract is an Indefinite Delivery-Indefinite Quantity (IDIQ), firm fixed price, with performance-based delivery orders." C.3.2. PERFORMANCE BASED DELIVERY ORDERS. Sets forth that the USACE will be issuing performance based delivery orders. Do you plan on publishing the performance metrics that will be used in measuring performance? Theses are essential in determining

personnel qualifications and mix. Additionally, please provide the Quality Assurance Plan that will be used in determining our performance.

Answer: Refer to C.4.5 for Quality Assurance. The metrics will be outlined in each task order. Reference is made to FAR Part 37.602-1, "In the case of task order contracts, the statement of work for the basic contract need only define the scope of the overall contract (see 16.504(a)(4)(iii). The statement of work for each task issued under a task order contract shall comply with paragraph (b) of the subsection."

243. Question: C.4.1. The RFP states "...WEB page support including all associated content in compliance with all applicable federal and military regulations." Does this mean that the USACE expects the contractor to develop the content of the WEB pages?

Answer: No, the government develops the content.

244. Question: C.4.2 The RFP states "...repair and maintenance of all LAN hardware and all office automation equipment." Does this include repair of all routers and switches?

Answer: Yes. The parts and software are GFE.

245. Question: C.4.3.a. The RFP describes some of the components associated with the USACE "common operating environment." However, the RFP does not go into detail describing the USACE network common operating environment. What is the mix of network OS's? What are the plans, if any, for migration and upgrading?

Answer: The common operating environment on the Network is Server 2000, Windows 2000 for desktops and Outlook 2000 for mail.

246. Question: C.4.4.j. The RFP states "Operating and maintaining LAN/WAN/MAN." Does the USACE expect the contractor to maintain the WAN for the entire Corps?

Answer: No, the contractor will maintain the connections to the WAN.

247. Question: 52.212-2 EVALUATION – COMMERCIAL ITEMS. The RFP describes the relative weight of factors A, B, and C. However, nowhere in the RFP do you describe the relative weight of factor D. Is it more important than factors A and B? Twice as important?

Answer: Price has no weight. Must be considered fair and reasonable.

248. Question: FACTOR A. PERSONNEL CAPABILITIES. The RFP requires the vendors to submit the names, addresses, and phone numbers of former employers. How far back in the job experience is this required? Last two, four, six employers?

Answer: Contractor may use his discretion regarding this issue.

249. Ref. Page 37, paragraph 52.212-2(a) FACTOR A. "...Each offeror must submit the personal work and education history of each of their employees that will be working on the contract..."

Question: This appears to give an unfair advantage to any company teamed with the incumbent. Also, if another company does win the contract, this clause would preclude the winning company from offering employment to personnel currently working on the project. Will the government change the requirement to a much smaller representative sample number of resumes?

Answer: Requirement changed by this amendment to require resumes on key personnel only.

DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION <i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)</i>				1. CLEARANCE AND SAFEGUARDING a. FACILITY CLEARANCE REQUIRED <div style="text-align: center;">NONE</div> b. LEVEL OF SAFEGUARDING REQUIRED <div style="text-align: center;">SECRET</div>	
2. THIS SPECIFICATION IS FOR: (X and complete as applicable)				3. THIS SPECIFICATION IS: (X and complete as applicable)	
a. PRIME CONTRACT NUMBER				a. ORIGINAL (Complete date in all cases)	DATE (YYMMDD)
b. SUBCONTRACT NUMBER				b. REVISED (Supersedes all previous specs)	DATE (YYMMDD)
c. SOLICITATION OR OTHER NUMBER		DUE DATE (YYMMDD)		c. FINAL (Complete item 5 in all cases)	DATE (YYMMDD)
X DACW72-02-R-0005					
4. IS THIS A FOLLOW-ON CONTRACT? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO. If yes, complete the following: Classified material received or generated under <u>NONE/SERVICES ONLY</u> (Preceding Contract Number) is transferred to this follow-on contract.					
5. IS THIS A FINAL DD FORM 254? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If yes, complete the following: In response to the contractor's request dated _____, retention of the identified classified material is authorized for the period of _____.					
6. CONTRACTOR (Include Commercial and Government Entity (CAGE) Code)					
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)	
				DEFENSE INVESTIGATIVE SERVICE CAPITOL REGION, HOFFMAN BUILDING 2461 EISENHOWER AVENUE ALEXANDRIA, VA 22231	
7. SUBCONTRACTOR					
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)	
8. ACTUAL PERFORMANCE					
a. LOCATION		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)	
9. GENERAL IDENTIFICATION OF THIS PROCUREMENT					
THE CONTRACTOR WILL BE EXPECTED TO PROVIDE HARDWARE AND SOFTWARE SUPPORT SERVICES TO THE GOVERNMENT. THE CONTRACTOR WILL BE REQUIRED TO OPERATE AND MAINTAIN A CLASSIFIED LAN AND MAINTAIN THE HARDWARE AND SOFTWARE ASSOCIATED WITH THAT LAN. THE CLASSIFIED WORK ASSOCIATED WITH THIS CONTRACT IS NOT LIMITED THE WORK ATTENDANT TO THE CLASSIFIED LAN.					
10. THIS CONTRACT WILL REQUIRE ACCESS TO:		YES	NO	11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:	
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION			X	a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	X
b. RESTRICTED DATA			X	b. RECEIVE CLASSIFIED DOCUMENTS ONLY	X
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION			X	c. RECEIVE AND GENERATE CLASSIFIED MATERIAL	X
d. FORMERLY RESTRICTED DATA			X	d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE	X
e. INTELLIGENCE INFORMATION:			X	e. PERFORM SERVICES ONLY	X
(1) Sensitive Compartmented Information (SCI)			X	f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES	X
(2) Non-SCI			X	g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER	X
f. SPECIAL ACCESS INFORMATION			X	h. REQUIRE A COMSEC ACCOUNT	X
g. NATO INFORMATION			X	i. HAVE TEMPEST REQUIREMENTS	X
h. FOREIGN GOVERNMENT INFORMATION			X	j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS	X
i. LIMITED DISSEMINATION INFORMATION			X	k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE	X
j. FOR OFFICIAL USE ONLY INFORMATION			X	l. OTHER (Specify)	X
k. OTHER (Specify)			X		

12. PUBLIC RELEASE. Any information (classified or unclassified) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release

☒ Direct

☐ Through (Specify):

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review.
* In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

13. SECURITY GUIDANCE. The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes; to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.)

THE CONTRACTOR WILL BE REQUIRED TO OPERATE AND MAINTAIN A RED LAN. THE RED LAN HANDLES CLASSIFIED INFORMATION. IN ADDITION, THE CONTRACTOR WILL BE REQUIRED TO WORK IN AN AREA WHERE CLASSIFIED INFORMATION IS STORED, USED AND GENERATED. THE CONTRACTOR WILL NOT BE REQUIRED TO STORE ANY HARDWARE, SOFTWARE, OR HARD COPY CLASSIFIED INFORMATION. THE GOVERNMENT REQUIRES THAT ALL CLASSIFIED INFORMATION BE STORED IN THE DESIGNATED GOVERNMENT FACILITY. THE GOVERNMENT WILL SUPPLY ALL DESK SPACE, COMMUNICATIONS SERVICES, DESKTOP COMPUTER SYSTEMS, AND OFFICE SUPPLIES NOT INCLUDING BATTERIES WHERE THE CLASSIFIED WORK IS TO BE PERFORMED.

AS A MINIMUM, 2 PROGRAMMERS AND 1 NETWORK ENGINEER ARE REQUIRED TO HAVE A SECRET CLEARANCE.

14. ADDITIONAL SECURITY REQUIREMENTS. Requirements, in addition to ISM requirements, are established for this contract. (If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.)

☐ YES ☒ NO

15. INSPECTIONS. Elements of this contract are outside the inspection responsibility of the cognizant security office. (If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use Item 13 if additional space is needed.)

☐ YES ☒ NO

16. CERTIFICATION AND SIGNATURE. Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. TYPED NAME OF CERTIFYING OFFICIAL

b. TITLE

c. TELEPHONE (Include Area Code)

d. ADDRESS (Include Zip Code)

17. REQUIRED DISTRIBUTION

☒

a. CONTRACTOR

☒

b. SUBCONTRACTOR

☒

c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR

d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION

e. ADMINISTRATIVE CONTRACTING OFFICER

f. OTHERS AS NECESSARY

e. SIGNATURE